

# LGBTQ+ Best Practices

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**Barbara Warren, PsyD, CPXP**

Senior Director, LGBT Programs and Policies,  
Mount Sinai Office for Diversity and Inclusion

# Agenda

- Introductions
  - HANYS AHEI team
  - AHEI faculty
- Our partners
- Session 4:
  - LGBTQ+ Best Practices



# HANYS AHEI team



**Kathleen Rauch, RN, MSHQS, BSN, CPHQ**

Vice President, Quality Advocacy, Research and Innovation and Post-acute and Continuing Care



**Christina Miller-Foster, MPA**

Senior Director, Quality Advocacy, Research and Innovation



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Director,  
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Project Manager,  
Mohawk Valley



**Rachael Brust, MBA**

Project Manager,  
North Country



**Kira Cramer, MBA**

Project Manager,  
Downstate

# HANYS faculty



**Julia E. Iyasere, MD, MBA**

Executive Director, Dalio Center for Health Justice; Senior Vice President, Health Justice and Equity, New York-Presbyterian; and Assistant Professor of Medicine, Columbia University Irving Medical Center



**Theresa Green, PhD, MBA**

Director, Community Health Policy and Education, URMC Center for Community Health



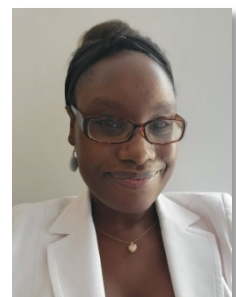
**Pamela Y. Abner, MPA, CPXP**

Vice President and Chief Diversity Operations Officer, Mount Sinai Health System



**Barbara Warren, PsyD, CPXP**

Senior Director, LGBT Programs and Policies, Mount Sinai Office for Diversity and Inclusion



**Shana Dacon-Pereira, MPH, MBA, CPXP**

Assistant Vice President, Corporate Health System Affairs  
Mount Sinai Office for Diversity and Inclusion

# Our funder and partner



## OUR FUNDER

Funding from the [Mother Cabrini Health Foundation](#) allows HANY to expand its capacity to provide education, direct support, tools and data to our members in a strategic way. With this learning collaborative, we strive to effect lasting change in health equity at the local level by engaging providers and community stakeholders to address health disparities.



## OUR PARTNER

Through a partnership with Socially Determined, provider of Social Risk Intelligence™ solutions, [DataGen](#) will develop custom analytics for participants to help them understand how and where communities are affected by social risk so they can develop tailored intervention strategies.

# Presenter



## **Barbara Warren, PsyD, CPXP**

Senior Director, LGBT Programs and Policies,  
Mount Sinai Office for Diversity and Inclusion

[Bio](#)

# Creating LGBTQ+ Affirming Healthcare: Best Practices and Resources

Barbara Warren, PsyD, CPXP  
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Assistant Professor, Medical Education  
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**Mount  
Sinai**

# LEARNING OBJECTIVES

1. Understand the relationship between LGBTQ+ patients and the healthcare system.
2. Identify structural inequities, disparities, stigma, unconscious bias, and their impact on LGBTQ+ patient care and experience.
3. Discuss the role of medical providers in caring for transgender people.
4. Describe barriers and ways to overcome them when delivering healthcare to transgender individuals.
5. Identify best practices in establishing and implementing affirming and supportive models of care for transgender individuals.



# WHO and WHY

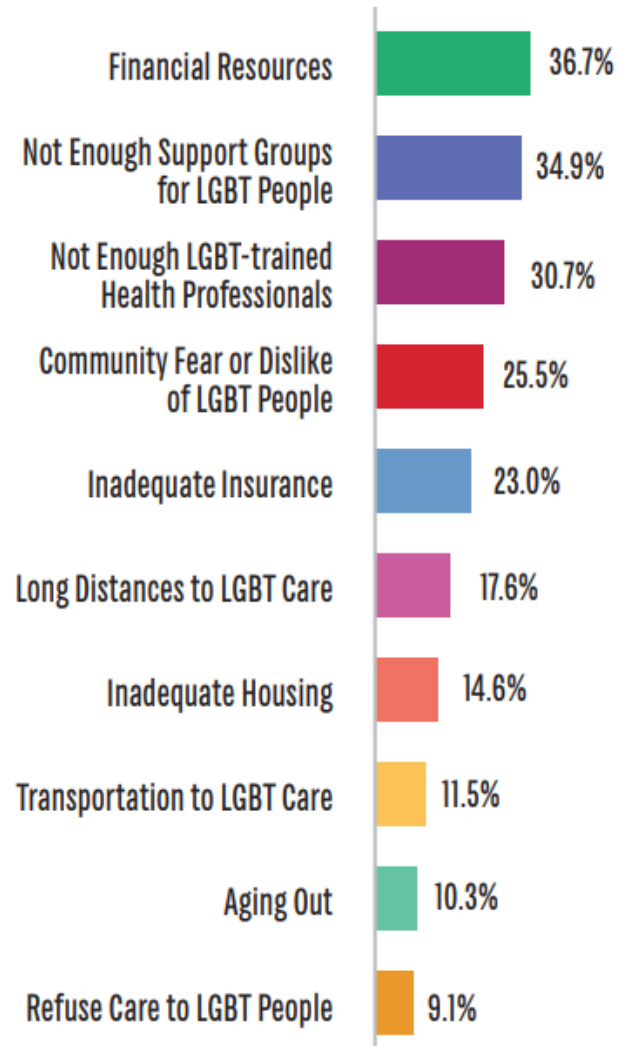


# Drivers



**FIGURE I6**  
**Barriers to Care**

Among Respondents Age 18+



**FIGURE I8**  
**Barriers to Transition-Related Care**

Among TGGNC Respondents Who Had Ever Sought or Used Such Care

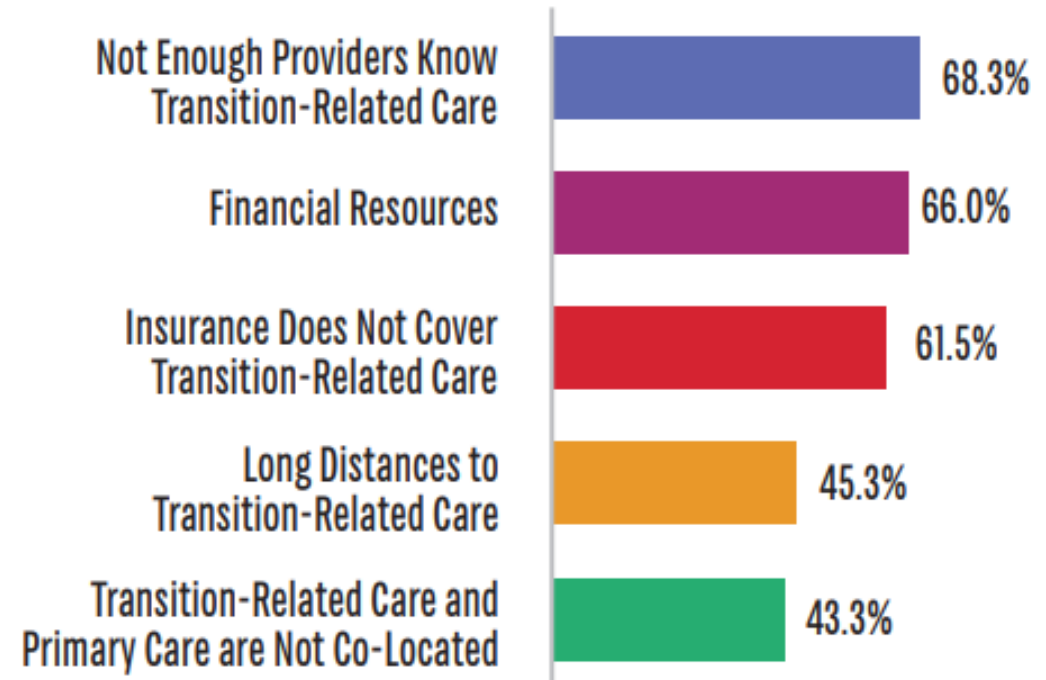
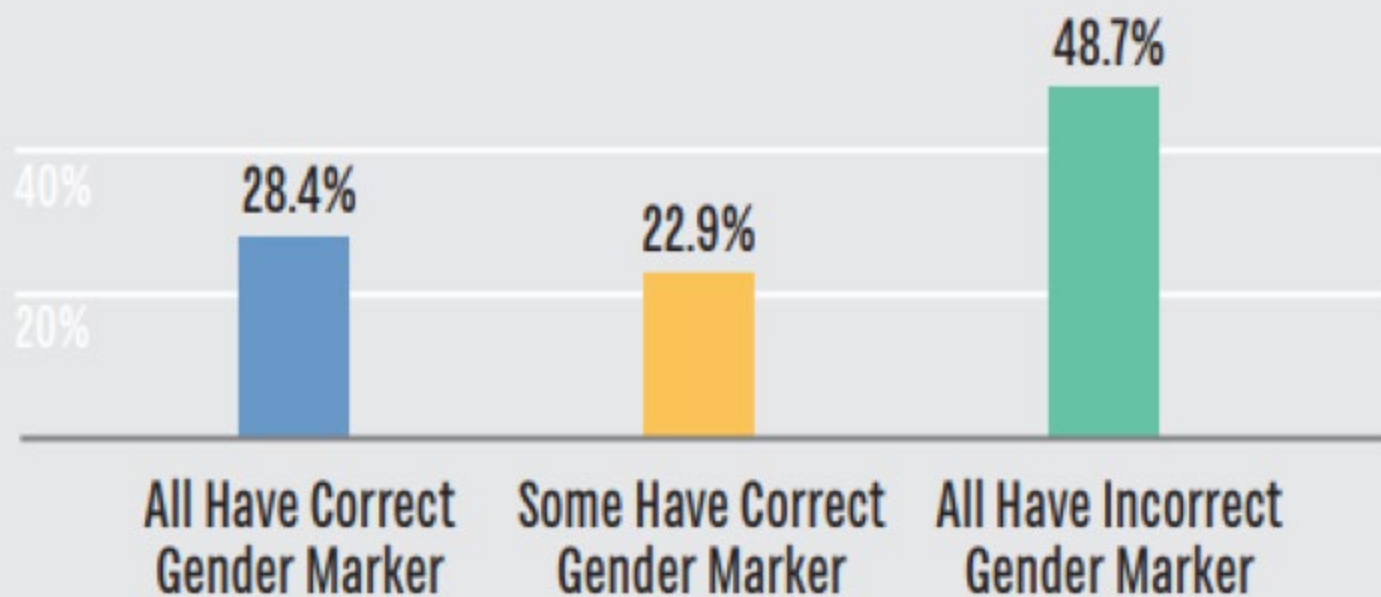


FIGURE 17

## Correct and Incorrect Gender Markers on Identity Documents

Among Transgender Respondents



# The Human Sex and Gender Spectrum

## ASSIGNED SEX: Anatomy

The sex marker, male or female, that is determined at birth, usually based only on the appearance of genitals.



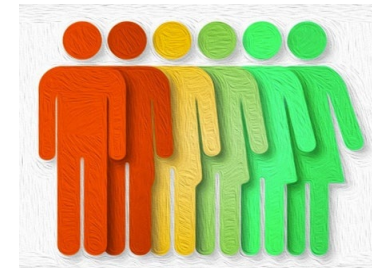
## GENDER IDENTITY: Identity

A person's deep internal understanding and experience of their own gender.



## GENDER EXPRESSION:

A person's behavior, mannerisms, interests, and appearance that are associated with gender, often derived from on social norms or expectations associated with masculinity or femininity and can arise from stereotypes about gender identity.



# Key Gender Terms

## **Cisgender:**

Describes person whose **gender identity** is the **same** as or similar to their sex assigned at birth. *Avoid terms like normal or real.*

## **Transgender:**

Describes a person whose **gender identity** is **different** from their sex assigned at birth. *Avoid terms like transgendered or using as a noun (i.e. “a transgender”).*

## **Non-Binary: (NB or Enby)**

Describes a person who does not identify in a binary gender, as man or a woman. Non-Binary people may use “they” or “them” pronouns.

**Gender Diverse:** is an **umbrella term** that is used to **describe gender identities** that demonstrate a diversity of expression beyond the binary framework.



# Intersectionality and Diversity



Fa'afafine are known for their wild fashion,  
and for their unique dialect.  
*Photo courtesy of Pacific Scoop*

- Transgender **Trans Transsexual Transman**
- Transwoman Crossdresser
- Genderqueer Bi-gender Pangender
- Drag Queen Drag King **Femme Queen**
- Ambigender Non-Gendered Agender
- Gender Fluid **Gender Queer**
- **TG FTM MTF**
- 
- Two-Spirit Mixu'ga **Na'dleeh He'eman**
- **Agi/Axi Wi'kta/Wingkte' Lila Witkwin**
- Kwido Ihamana Osha'pu **Hoobuk**
- **Bote/Bade Biatti /Miati Hijira Fa'afafine**  
**Kathoey Mahu**

# Recommended and Best Practices Checklist

- Policies and Environment
- Data Collection
- Training and Education
- Employee Recruitment and Benefits
- Referrals and Community Collaborations
- Patient Engagement and Patient Experience
- [HRC Health Equality Index Benchmarks](#)



# Policies and Environment



# Question 1

- **Does your healthcare organization/facility include your LGB and TGNB policies in annual compliance training for all employees ?**
  - A. Yes, we have comprehensive LGB/TGNB policies that all employees must review annually
  - B. Yes, we have policies but do not mandate or require employees to review
  - C. We do not have comprehensive LGB/TGNB policies but are working on developing and disseminating them.
  - D. No we do not have written LGB/TGNB policies

# Legal and Regulatory Compliance

<b>Policies</b>	<b>Anti-Discrimination Patient and Employee Facing</b>	<b>Restrooms and Other Single-Sex Facilities</b>	<b>Access to Treatment</b>	<b>Room Assignment</b>	<b>Name and Gender Pronoun</b>
<b>Section 1557 of the ACA and Federal CMS</b>	✓	✓	✓	✓	✓
<b>NYC and NYS</b>	✓	✓	✓	✓	✓
<b>Joint Commission</b>	✓	Recommended	Recommended	Recommended	Recommended
<b>MSHS</b>	✓	✓	✓	✓	✓

**“The patient’s preferred gender will be respected, and the patient will be referred to by their name and pronoun of choice.”**

# Mount Sinai Health System Anti-Discrimination Policy

It is the policy of the hospital to provide equitable healthcare without discrimination against, or harassment of, any person on the basis of race, color, national origin, language, religion, sex, age, disability, citizenship, marital status, creed, sexual orientation, gender expression or gender identity (the patient's preferred gender will be respected, and the patient will be referred to by their name and pronoun of choice) or other non-medically relevant factor or any other characteristic protected by federal or state law.

Any such discrimination or harassment is prohibited and will not be tolerated. This applies to admission, treatment, discharge or other participation in any of the hospital's programs, services or activities, including, but not limited to: all patient admissions; all care, whether inpatient, outpatient or emergency in nature; all patients' room, floor or section assignments or transfers, except in those cases where patient safety or health condition is a necessary consideration; and employee assignments to patient services

# Creating A Welcoming and Safe Environment



**I'M READY**  
to explore  
gender-  
affirming  
procedures

The Center for  
Transgender Medicine  
and Surgery at Mount Sinai



**LGBT HEALTH**



System

Mount Sinai Institute  
for Advanced Medicine

*We take pride  
in your health.*

healthservices.org



HEALTHCARE EQUALITY INDEX<sup>®</sup>




**LGBTQ  
HEALTHCARE  
EQUALITY**

2020

**LEADER**



*All are welcome.  
All are included.*





**ALL GENDER  
RESTROOM**

Men's and Women's  
restrooms located at  
Guggenheim Pavillion  
East

All gender restrooms  
located at Annenberg  
1st floor

Do not include in the restroom directory signs at Guggenheim Pavilion

We respect everyone's gender identity.  
Please share the name and pronoun  
(He/She/They) you would like us to use.





**NOW AVAILABLE**

**Employee  
Pronoun Stickers  
for Mount Sinai  
ID Badges**



“The manner in which a doctor greets their patient is an influential aspect in establishing an effective and supportive rapport and provides the foundation of a satisfying patient experience.”



<https://bmjopen.bmj.com/content/6/1/e008473>

# Question 2

- **In the research on asking patients to share their sexual orientation and gender identity for inclusion in their electronic medical record, findings indicate:**
  - A. Only LGBT patients were willing to answer those questions.
  - B. Most LGBT patients did not feel comfortable in routinely sharing and documenting their SOGI status for fear of discrimination and stigma.
  - C. The majority of all patients feel routine SO/GI collection allows for recognition of individual identity and improved therapeutic relationships in the ED and in primary care settings.



# Question 2

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**ASK:** My name is John and I will be your nurse today. I use he and him pronouns. How may I address you?

### Cisgender Patients

- Anastasio Jose Rivera uses Jose, and he/him, his.
- Herman Smith prefers to be called Harry and uses he/him/his.
- Susan Park prefers to be called Seo-yun Park, and uses she/her/hers.

### TGNB Patients

- Charles Clarkson now identifies as female and her name is Charlene Clarkson.
- Jonelle Jones identifies as non-binary, uses they/them pronouns and their name is Jo.

# Sample of EPIC Headers with Preferred Name and Pronouns

The screenshot shows the EPIC patient header for Leah Zztest. The interface includes a Citrix Viewer title bar, a navigation bar with 'Epic' and various icons, and a patient summary panel on the left. The main content area displays the patient's name and pronouns in a callout box.

**Leah Zztest**  
Legal: Amol Zztest  
Female (i), 41 y.o., 1/28/1980  
Pronoun: She  
MRN: 5700052  
Code Status: Not on file

**Leah Zztest** (Preferred Name)  
**Amol Zztest** (Legal Name)  
Pronouns: She

41 y.o., 1/28/1980  
Gender identity: Transgender Female / Male-to-Female  
Legal sex: Male  
Sex assigned at birth: Male  
Marital status: DIVORCED  
Race: OTHER

123 MAIN ST  
1  
NEW YORK NY 10031

999-999-8888 (Home Phone)  
917-777-6432 (Mobile)

Preferred language: ENGLISH  
Employer: N/A  
Occupation: N/A  
MRN: 5700052

PEAK Module: Using Preferred Names and Pronouns: A Guide  
<https://peak.mountsinai.org>

<u>Actual SOGI Questions</u>	<u>Purpose of SOGI Questions</u>	<u>Response Options</u>
“How would you describe your sexual orientation?”	Asking separately from sexual practice will help strategize for counseling conversations about risk reduction.	Ask patient to select one best response: <ul style="list-style-type: none"> <li>• Heterosexual/Straight</li> <li>• Gay, Lesbian, or Homosexual</li> <li>• Bisexual</li> <li>• Queer</li> <li>• Something Else</li> <li>• Decline to Answer</li> </ul>
“How would you describe your current gender identity?”	This question may start a conversation with the client about their medical history, if relevant, around a gender identity transition.	Ask patient to select one best response: <ul style="list-style-type: none"> <li>• Male</li> <li>• Female</li> <li>• Transgender Male</li> <li>• Transgender Female</li> <li>• Something Else</li> <li>• Decline to Answer</li> </ul>
“What are the genders of your sexual partners?”	This question will also start a conversation about sexual practices and reproductive health. There are patients who may have sexual relationships with transgender persons.	Select all that apply: <ul style="list-style-type: none"> <li>• Male</li> <li>• Female</li> <li>• Transgender Male</li> <li>• Transgender Female</li> <li>• Something Else</li> <li>• Decline to Answer</li> </ul>
“What is the sex on your original birth certificate?”	This question helps elicit further gender history.	Ask patient to select one best response: <ul style="list-style-type: none"> <li>• Male</li> <li>• Female</li> </ul>

# Community Collaboration

## NYC-METRO AREA TRANSGENDER AND GENDER NON-BINARY (TGNB) COMMUNITY RESOURCES

Callen-Lorde Community Health Center and Mount Sinai Health System

There are many resources out there for Transgender and Gender Non-Binary (TGNB) people! This is a guide to community organizations and social and supportive services in the NYC-Metro and surrounding areas that are either known to have experience working with TGNB people, or who offer unique services that some in the TGNB community might need. However, *the presence of an organization here does not mean that it will be a safe referral for all TGNB people*. If you have any concerns, it is always a good idea to bring a friend or other supportive ally with you.

**Finally:** Resource guides are always evolving! We hope to keep up-to-date. If you are starting an organization or service for TGNB people and want to be added to this resource guide, please email [info@callen-lorde.org](mailto:info@callen-lorde.org) or [lgbtinfo@mountsinai.org](mailto:lgbtinfo@mountsinai.org).

**This guide is created for TGNB people in the NYC-Metro area. Inclusion of organizations here should not be taken to imply endorsement by Callen-Lorde or Mount Sinai Health System of these organizations.**

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- 2 Anti-Violence, Self Defense, and Resources for Survivors
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- 6 Community Advocacy Organizations
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- 7 Employment
- 7 Food
- 7 Hair Removal (Electrolysis, Laser)
- 8 Health Care: Holistic & Wellness
- 9 Health Care: New York City (Youth, Adults & Elders)
- 11 Health Care: U.S. LGBT Clinics (National, East, Midwest, South, West)
- 12 HIV/AIDS Service Organizations
- 13 Housing and Shelter (Youth, Adults, Elders)
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**CalLEN-LORDE**

356 West 18th Street  
New York, NY 10011  
(212) 271-7200  
[www.callen-lorde.org](http://www.callen-lorde.org)



[www.mountsinai.org](http://www.mountsinai.org)  
[www.LGBTHealthServices.org](http://www.LGBTHealthServices.org)

Updated 03/29/2018

- [NYC Metro Area TGNB Resource Guide](#)
- [NYS LGBT Health and Human Services Network](#)
- [NYS LGBT Organizations Interactive MAP](#)

The screenshot displays a web browser window with the URL [gaycenter.org/recovery-health/health/lgbt-health-network/#networkmembers](http://gaycenter.org/recovery-health/health/lgbt-health-network/#networkmembers). The main content is a map titled "Network Members" showing the NYC Metro area and surrounding regions. The map is populated with numerous blue star icons representing network members, primarily concentrated in the New York City area and extending into New Jersey, Pennsylvania, and Connecticut. The browser's address bar and Windows taskbar are visible at the bottom, showing the time as 8:06 PM on 7/13/2020.

# An Integrated System of Care

- ▶ There are over **5,600** Transgender & Gender Non Binary patients currently registered throughout the Mount Sinai Health System.
- ▶ Since it opened officially in 2016, the CTMS has seen over **2,000** TGNB patients and performed **more than 1500** gender affirmation surgeries (GAS).
- ▶ Data on the number of transgender persons in the population indicates that there are at least **48,000** persons on the transgender/gender diverse spectrum in New York State.





# Some Tips on Body and Language Sensitivity for TGD Patients

- When talking about TGD bodies or to patient during an exam or procedure, be aware to avoid referring to body parts with language that might increase a TGD patient's discomfort with how they now identify.
- Use “**private parts**” or “**genitals**” instead of “penis” and “vagina” if someone has not had a gender affirming surgical procedure.
- For transgender men, it is appropriate to say “**chest**” not breasts, or “**bottom**” not vagina. Don't refer to a TG man's or a non-binary person's garments as panties or bras. Use generic terms like **underwear**.
- Some Trans men will wear binders to compress their top for a more masculine appearing chest and will be sensitive about having to remove it for exams.
- ***When in doubt, ask and/or follow the language of the patient.***

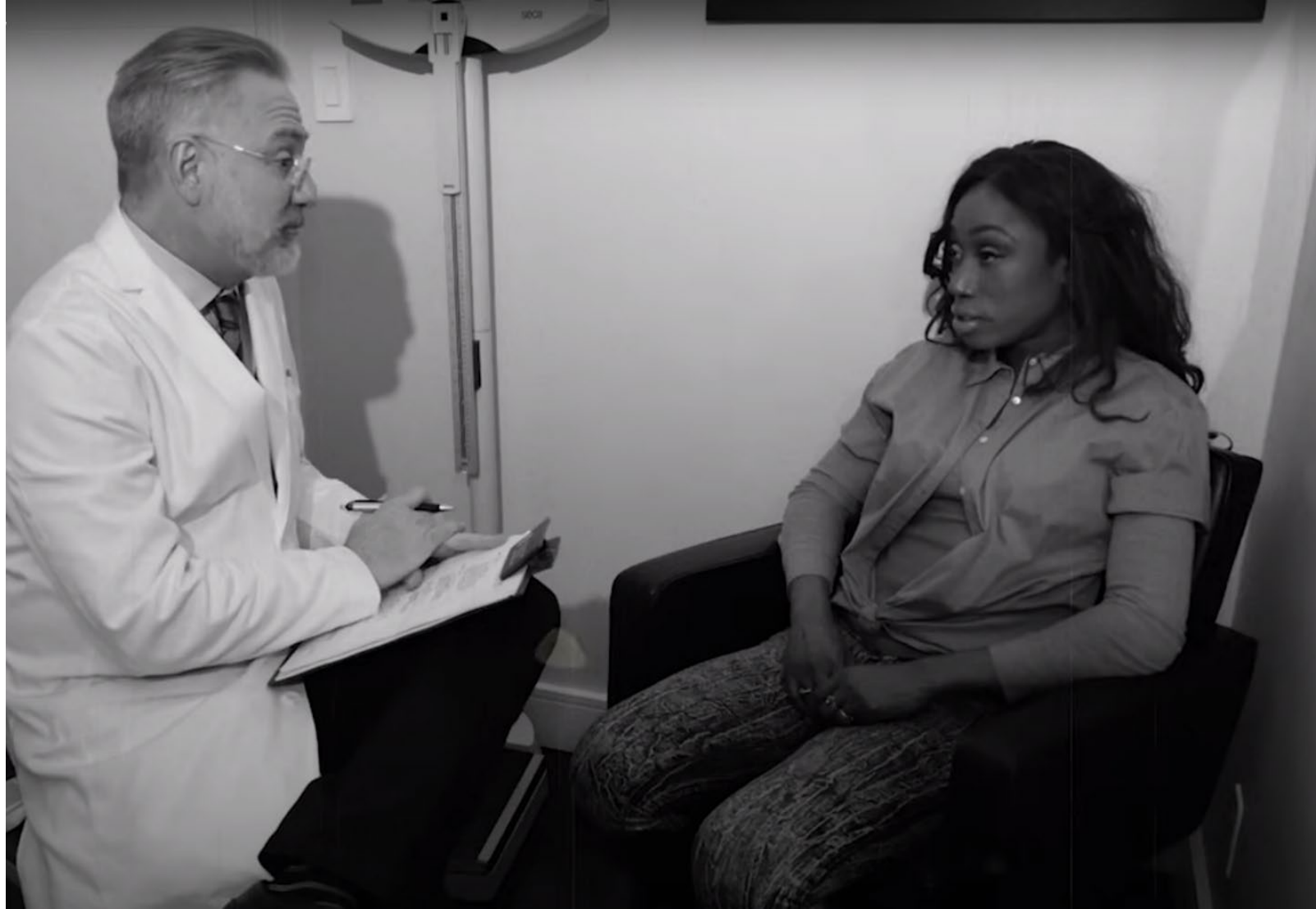
# Case Study or What Will You Do When.....

- ▶ You are checking on a patient who had a hysterectomy and will be staying inpatient overnight. The patient identifies as non-binary, the name and pronouns on the EMR and registration that they use are Shawn, and “they and them.” James the nurse who will be caring for this patient at the shift change, sticks his head into the door to see if the patient needs anything. You ask James if he could bring you a fresh gown to help change the patient into. He responds “Sure, I will be right back with her gown. Is there anything else I can get her?”
- ▶ The patient sits up in bed visibly upset and says that they just can’t deal with being misgendered over and over again and they don’t want to have to deal with this new nurse.





## Vanessa Goes to the Doctor



# Questions?

[LGBTinfo@MountSinai.Org](mailto:LGBTinfo@MountSinai.Org)

## Connect with us!



646-605-8280



[diversity@mountsinai.org](mailto:diversity@mountsinai.org)



[Mountsinai.org/about/diversity](http://Mountsinai.org/about/diversity)

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[Instagram](#)





**ADVANCING HEALTHCARE**  
**EXCELLENCE AND INCLUSION**

# Questions?

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